

Priority Partners MCO (PPMCO) Member Satisfaction Survey 2018

Annually, the Maryland Department of Health (MDH) selects a vendor to conduct the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey of all HealthChoice Medicaid health plans. The survey includes questions about recent experiences with health care and services. Members were asked to rate their satisfaction with their practitioners, timeliness and quality of services, and overall satisfaction with the Health Plan among other topics. PPMCO chose to report and publish the results of the Child version of the survey.

The table below shows trended data for the last two years and compares it to the National Committee for Quality Assurance (NCQA) Quality Compass®* benchmarks. PPMCO's quality work plan goal is to meet the 75th percentile benchmark ranking.

Composite Measure & Overall Ratings	2016	2017	2018	Quality Compass %tile Ranking	Goal (QC 75 th %tile)
Goal Met or Exceeded (≥75 th percentile)					
How Well Doctors Communicate	94.1%	94.4%	94.2%	>90th	92.8%
Rating of Health Care	90.6%	89.7%	91.5%	>90th	77.2%
Rating of Personal Doctor	92.2%	92.3%	92.3%	>90th	83.7%
Rating of Health Plan	89.2%	89.6%	90.2%	>90th	79.5%
On track with National Averages (≥50 th percentile)					
Getting Needed Care	82.7%	85.2%	87.5%	>90th	84.7%
Customer Service	86.7%	88.6	89.0%	<66.6th	90.1%
Needs Improvement (≤33 th percentile)					
Getting Care Quickly	89.8%	86.8%	91.6%	>90th	84.5%
Coordination of Care	82.3%	80.2%	81.3%		
Rating of Specialist	80.8%	81.6	86.1%	>90th	84.1%

The survey results indicate that members gave positive scores for the Ratings of Health Care, Personal Doctor, and Health Plan and the category How Well Doctors Communicate. Opportunities were identified for access to routine and specialty care quickly, coordination of care and rating of specialist. In order to improve the member experience, PPMCO administration kept expanding the new member welcome program to multiple media, including phone calls and texting. In addition, interim surveys were deployed with targeted actions based on members' responses.

Practitioners can help improve member satisfaction, enhance member communication, and encourage members to participate in shared decision making through the use of tools such as the Agency for Healthcare Research and Quality (AHRQ) Health Literacy Toolkit. For more information, visit the AHRQ website at <http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/index.html>.

To be more involved in their healthcare, members are encouraged to be prepared to ask their practitioner questions. For assistance, visit the AHRQ website at <http://www.ahrq.gov/patients-consumers/patient-involvement/ask-your-doctor/index.html>

The information obtained from the survey will be incorporated into PPMCO's continuing quality improvement process so as to provide our plan members with access to high quality, member centered healthcare. We value our partnership with our network practitioners as we work together to improve the lives of our members by providing access to high quality member-centered healthcare. The annual CAHPS® survey will be conducted again in the spring of 2019.